



Indiana Foreclosure Prevention Network

Website Re-Design and Development
Request for Proposals

Publication Date: Friday May 7, 2010

Proposal Due Date: Monday, May 17, 2010 by 3:00 PM EST

SUMMARY AND BACKGROUND

PURPOSE FOR THE REQUEST FOR PROPOSALS (“RFP”).

Indiana Housing and Community Development Authority (“IHCDA”) requests proposals from private or not-for-profit entities (“Respondents”) to provide website re-design and development services for two (2) websites owned by the Indiana Foreclosure Prevention Network (“IFPN”) as detailed in the Scope of Services section of this RFP.

DEFINITIONS.

IFPN

The Indiana Foreclosure Prevention Network is a coalition of community service and housing-related organizations, government agencies, lenders, realtors, and trade associations that are actively addressing Indiana’s foreclosure crisis through a variety of methods.

Network Agency

An agency that has received its IFPN certification and has entered into a contract to perform foreclosure prevention counseling services on behalf of the IFPN.

INDIANA HOUSING AND COMMUNITY DEVELOPMENT AUTHORITY.

MISSION

IHCDA’s mission is for every Hoosier to have the opportunity to live in safe, affordable, good-quality housing in economically stable communities. IHCDA believes that growing Indiana’s economy starts at home.

OVERVIEW

IHCDA was created in 1978 by the Indiana General Assembly and is a quasi-public financially self-sufficient statewide government agency. IHCDA’s programs are successful in large part because of the growing network of partnerships we have established with local, state, and federal governments, for-profit businesses and not-for-profit organizations. For-profit partners include investment banks, mortgage lenders, commercial banks, corporate investment managers and syndicators, apartment developers, investors, homebuilders, and realtors. Not-for-profit partners include community development corporations, community action agencies, and not-for-profit developers. For more information, please visit: <http://www.in.gov/ihcda/>.

INDIANA FORECLOSURE PREVENTION NETWORK

The IFPN was established in November 2007 to assist Indiana families with avoiding foreclosure and maintaining housing stability. The IFPN was developed by a coalition of community organizations, housing-related agencies, government agencies, lenders and banks. Through this partnership of the public, private and nonprofit sectors, a toll-free helpline, 1-877-GET-HOPE was established (the “Helpline”). The Helpline is available six (6) days a week, from 8:00 a.m. to 8:00 p.m. The Helpline provides access to free and confidential financial consulting with no obligation or commitment for homeowners who may be at risk of facing foreclosure.

IFPN WEBSITES

The website www.877gethope.org was created to provide individuals and families facing foreclosure with an additional means to seek assistance. The website www.877gethope.org is available twenty-four (24) hours a day, seven (7) days a week and provides homeowners with an on-line educational learning module as well as the opportunity to complete an on-line assessment and submit it to a certified foreclosure prevention counselor.

The website www.ifpn.info was created to provide foreclosure prevention counselors, partners, and attorneys with information regarding the IFPN.

SCOPE OF SERVICES

OVERVIEW OF SERVICES.

Respondent shall provide website re-design and development services for the two (2) IFPN websites. All services provided by the Respondent shall be performed in accordance with the most commonly accepted standards and practices of the web services industry. Respondent shall use the most universally accepted website design technologies to satisfy the broadest market possible - meaning web pages affected by the services rendered will look and act the same on all popular web browsers including Internet Explorer 7 and greater, Firefox, Chrome, Safari, etc. Respondent shall conduct a joint beta testing period and subsequent acceptance testing period, during which IHCD may evaluate the websites to ensure satisfaction with website functions and specifications.

SPECIFIC SERVICES.

Respondent’s services to be delivered under the contract awarded under this RFP shall include the following:

I. WEBSITE(S) RE-DESIGN &DEVELOPMENT:

A. www.877GetHope.org.

Respondent shall redesign the 877GetHope.org website as follows:

- Add graphics, photos and layout.
- Add new content to the website.

- Design a web content management system that allows non-technical staff to submit content.
- Train staff on the use of the web content management system.
- Design an interactive learning center which consists of the following:
 - A learning module with a questionnaire that provides homeowners visiting the website with the opportunity to become educated on the foreclosure process and foreclosure prevention;
 - Downloadable worksheets and checklists; and
 - Text-fillable budget forms (which would allow homeowners visiting the website to prepare a budget on the website by inputting their own expenses).
- Design an interactive client intake module which includes:
 - A web-enabled process that allows homeowners visiting the website to input their answers to intake interview questions into an online in-take form and have their data distributed to a Network Agency in the same area as the homeowners for possible enrollment into the IFPN;
 - Security and protocol features to protect the privacy and confidentiality of each homeowner's personal information that is entered into the intake module; and
 - A component that allows individual counselors to generate standard and ad hoc reports from client in-take forms (i.e., number of referred clients, number of clients matched with a counselor; number of clients not matched with an attorney).
- Add a calendar that displays upcoming workshops/events for the IFPN.
- Add flash-based images/logos that scroll with the page.

B. www.IFPN.info

Respondent shall redesign the IFPN.info website as follows:

- Add a component that allows public and private discussion forums for counselors.
- Create a system that permits each counselor to log on to IFPN.info and determine his or her progress towards becoming certified as a "Foreclosure Intervention Specialists," including an estimated "countdown" ticker and a list of the courses that still need to be taken by that counselor.
- Add flash-based images/logos that scroll with the page.
- Add a calendar that displays upcoming workshops/events for the IFPN.

II. ON-GOING TECHNICAL SUPPORT

- Respondent shall provide maintenance and technical support of website (at an hourly rate) commencing after the website(s) have been finalized, alpha and beta testing have been completed, errors identified during testing have been corrected, and websites are operating properly.
- Respondent shall provide support staff that will be available via e-mail and phone during standard business hours.
- **Note:** Respondent shall correct design errors, technical glitches, defects, or coding errors or omissions in the websites or their respective components at no additional charge.

RFP SUBMISSION REQUIREMENTS

The application package consists of one (1) original proposal and two (2) copies. THE TERMS AND CONDITIONS CONTAINED IN THE APPLICATION PACKAGE MUST BE SIGNED. The proposals must be submitted by **3:00 PM, Eastern Standard Time, on Monday, May 17, 2010**. All proposals received on or before the deadline will be reviewed for selection. All proposals will be time and date stamped by IHCD A to evidence timely receipt.

Mail proposals to the following address:

IFPN Manager
Indiana Housing & Community Development Authority
30 S. Meridian Street, Suite 1000
Indianapolis, IN 46204
Attention: IFPN Website Re-Design and Development RFP

Any questions related to this RFP should be sent via e-mail to ifpn@ihcda.in.gov.

RFP SUBMISSION ITEMS

A complete proposal includes the information listed below. Proposals received without all of the items will be considered incomplete, and may be withdrawn from consideration.

1. Name, address, phone number, fax number, email address, and brief description of Respondent's business (1-2 pages).
2. Résumés of key personnel to be assigned to this project, highlighting skills, abilities, and knowledge relating to the delivery of the proposed services listed in the "Scope of Services" section (See page 4 of this RFP) (1-3 pages).
3. Narrative describing the respondent's skills, abilities, and knowledge relating to the delivery of the proposed services listed in the "Scope of Services" section of this RFP (See page 4 of this RFP) (1 page).
4. Three (3) or more references along with web site addresses of sites for which Respondent has prepared a minimum of 80% of the design/content. Please submit the URL since IHCD A requires the site be live. (1-2 pages).
5. Description of services to be provided by the Respondent for this RFP (2-4 pages).
6. Cost of providing services listed in the "Scope of Services" section (See page 4 of this RFP) (1-2 pages). Costs should be listed in both a bottom-line format, as well as on a per category basis.
7. Executed copy of Term and Conditions (See page 9 of this RFP) (1 page).

CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (“APRA”), IC 5-14-3 et seq., and after the contract is awarded, the entire file may be viewed and copied by any member of the public. Respondents claiming a statutory exception to APRA must place all confidential documents (including the requisite number of copies) in a sealed envelope marked “Confidential.” IHCDCA reserves the right to make determinations of confidentiality or seek the opinion of the Public Access Counselor. Prices are not confidential information.

KEY RFP DATES

ACTIVITY	DATE
Publication date of RFP	Friday, May 7, 2010
Proposal Due Date	Friday, May 17, 2010, by 3:00 PM EST
Execute contract with selected respondent	No later than May 31, 2010

SELECTION PROCESS

IHCDA has selected personnel to evaluate proposals. All evaluation personnel will use the Evaluation Criteria described on page 7.

1. Each proposal will be evaluated for adherence to requirements. Proposals that are incomplete or otherwise do not conform to the RFP Submission Requirements may be eliminated from consideration.
2. Each proposal will be evaluated on the basis of the categories included in the Evaluation Criteria.
3. Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to IHCDCA may be selected by IHCDCA for further action such as contract negotiations. However if IHCDCA decides that no proposal is sufficiently advantageous to IHCDCA, then IHCDCA may take whatever action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected however, it is not possible for IHCDCA to consummate a contract with Respondent, IHCDCA may begin contract preparation with the next qualified Respondent or determine that no such alternate proposal exists.
4. IHCDCA reserves the right to split the award between multiple Respondents and make the award on a category by category basis and/or remove categories from the award.
5. Respondents will be notified by mail or email of IHCDCA’s decision.

EVALUATION CRITERIA

IHCDA will evaluate proposals on the following rubric (maximum score of 40 points) shall include:

CRITERIA	TOTAL POSSIBLE	TOTAL AWARDED	EVALUATOR'S COMMENTS
1. Compliance with all items set forth in the "Requirements for Proposal Response" section	2 points maximum		
2. Skills, abilities, and knowledge of <u>key personnel</u> to be assigned to the project relating to the delivery of the services set forth in the "Scope of Services" section	7 points maximum		
3. Skills, abilities, and knowledge of <u>respondent</u> relating to the delivery of the services set forth in the "Scope of Services" section	5 points maximum		
4. Respondent's references and examples of previous work.	8 points maximum		
5. Respondent's plan for providing website re-design and development services	8 points maximum		
6. Cost to provide all services set forth in the "Scope of Services" section.	8 points maximum		
7. Respondent is an Indiana based organization, employing primarily residents of Indiana	1 point maximum		
8. Respondent is a certified by the State of Indiana as a Minority Business Enterprise (MBE) or a Women Business Enterprise (WBE).	1 point maximum		
	40 points maximum		

TERMS AND CONDITIONS

This RFP is issued subject to the following terms and conditions:

1. This RFP is not an offer and shall under no circumstances be construed as an offer.
2. IHCD A expressly reserves the right to modify or withdraw this RFP or any part of this RFP at any time, whether before or after any proposals have been submitted or received.
3. **IHCDA intends to hold back twenty-five percent (25%) of the total amount of the award associated with the redesign and redevelopment of the two (2) websites until IHCD A determines that both websites have operated and functioned properly for a period of three (3) months.**
4. IHCD A reserves the right to reject and not consider any or all of the proposals that do not meet the requirements of this RFP, including but not limited to: incomplete proposals and/or proposals offering alternate or non-requested services.
5. IHCD A reserves the right to reject any or all proposals, to waive any informality in the RFP process, or to terminate the RFP process at any time, if deemed to be in its best interest.
6. A copy of IHCD A's Contract Boilerplate is attached as an Exhibit to this RFP. By submitting a response to this RFP, respondent acknowledges the acceptance of IHCD A's Contract Boilerplate and the understanding that such Boilerplate is non-negotiable.
7. In the event the respondent selected does not enter into the required contract to carry out the purposes described in this RFP, IHCD A may withdraw the selection and commence negotiations with another party.
8. In no event shall any obligations of any kind be enforceable against IHCD A unless and until a written contract is execute.
6. Each respondent agrees to bear all costs and expenses of its proposal and there shall be no reimbursement for any costs and expenses relating to the preparation of proposal submitted hereunder or for any costs or expenses incurred during negotiations.
7. By submitting a proposal in response to this RFP, each respondent waives all rights to protest or seek any remedies whatsoever regarding any aspect of this RFP, the selection of a respondent or respondents with whom to negotiate, the rejection of any or all offers to negotiate, or a decision to terminate negotiations.
8. IHCD A reserves the right not to award a contract pursuant to this RFP.
9. IHCD A reserves the right to split the award between multiple respondents and make the award on a category by category basis and/or remove categories from the award.
10. All proposals received will become the property of IHCD A and will not be returned.
11. Respondent shall provide IHCD A with source code and any applications developed in conjunction with the websites.
12. Upon completion of the services IHCD A shall continue to maintain ownership of the websites including the design, applications, developed code and any content used on the site.

Respondent's Name: _____

Title: _____

Address: _____

Phone: _____ Fax: _____

Signature: _____ Date: _____